



**State of West Virginia
Public Employees Insurance Agency
(PEIA)**

**Credit Balance & Recovery
Request for Quotation**

February 20, 2009

Request for Quotation

PEIA Credit Balance Identification, Tracking & Recovery Program

The West Virginia Public Employees Insurance Agency (PEIA) is seeking a vendor to identify, track and collect credit balances due PEIA from healthcare providers who render services to PEIA PPB Plan members.

Background

PEIA is the agency of the State of West Virginia that provides group health coverage for nearly 200,000 state, county and municipal employees, retirees, and dependents in West Virginia and across the country. The agency paid approximately 180 million dollars in hospital facility claims for the Fiscal Year 2008 (July 2007 through June 2008). These charges were reimbursed using a variety of methodologies (DRGs, APCs, RBRVS, percent of charge, etc.) based on member location and/or provider type (ambulatory surgery center, critical access hospital, rehabilitation facility, etc.), contractual agreement and/or location.

Currently, PEIA has a vendor contract for a real-time internet-based credit balance tracking program that functions in conjunction with its Third Party Administrator (TPA), Wells Fargo, TPA, for collection of the monies due PEIA. Nationwide on-site audits are conducted on an ongoing basis. For FY 2008, nearly \$400,000 was recovered by the current vendor.

Scope of Services

The successful vendor will work cooperatively with the PEIA and Wells Fargo staff to provide a secure, real-time, internet-based system where providers self-report credit balances due PEIA on a regular basis, and return those payments when the self-reports are due. The credit balances may result from duplicate/similar claim overpayments, coordination of benefit errors or incorrect payments based on contractual agreements

Specifically, the vendor will:

1. Provide a secure, internet-based tracking system to allow for self-reporting and crediting of payments to the appropriate accounts.
2. Produce provider communications and any relevant forms to be used.
3. Provide monthly reports of recoveries collected to PEIA's TPA via hard copy or through access to reports from internet-based tracking system, to allow reconciliation with claims data.
4. Conduct nationwide on-site credit balance recovery audits to assist in the identification and recovery of overpaid claims
5. Resolve credit balance accounts and recover overpayments in a timely manner.
6. Produce monthly recovery report and invoice for services rendered in a format acceptable to PEIA.

In addition, the successful vendor will assess current credit balance recovery policies and/or procedures of both the PEIA and its TPA, and review any provider contracts to recommend amendments and/or enhancements of both.

Submission Requirements & Evaluation

In response to this Request for Quotation (RFQ), please submit a comprehensive quotation for a twelve (12) month period, to commence approximately 30 days upon awarding of the contract; a detailed timeline for this project; and evidence of the minimum requirements noted below.

Minimum requirements that must be met by the Vendor are:

1. The vendor must have completed, within the past five years, credit balance recovery for at least one client with more than \$150 million in facility claims paid in a 12 month period.
2. The vendor must have work experience, similar to that described in this audit, with three different clients during the past five years. A brief description of the completed work and each client's company name, contact name, address and telephone number must be submitted as a reference.

Evaluation of the Quotation will be based on the vendor meeting the minimum requirements specified above and the vendor's overall credit balance recovery capabilities, clarity of communications/forms/reports, reasonableness of the fee within the constraint listed below, and quality of relevant references. Each of these areas will be equally weighted in reviewing the Quotation.

Responses should be directed to the sole contact for this RFQ:

Ms. T. C. Cyrus, RN, CMCN
Manager Healthcare Compliance and Quality Assurance
WV Public Employees Insurance Agency
1900 Kanawha Blvd., E.
Charleston, WV 25305-0710

Fax: 1 304 558-2516
Email: Tanya.C.Cyrus@wv.gov

Time Table

RFQ Released	February 20, 2009
Questions Due to PEIA	February 27, 2009
PEIA Response to Questions	March 5, 2009
Quotations Due	March 20, 2009
Contract Award	TBD

Cost Constraint

PEIA prefers a fee structure based on a percentage of actual dollars recovered. Complete the table below with the proposed percentage for the contingency fee. There will be no direct costs billed to the PEIA (i.e., postage costs, such as the cost of stamps or meters, will not be charged to the PEIA).

Credit Balance Recovery Design, Development & Implementation (DDI)	_____ %	Percent of actual dollars recovered by vendor
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PEIA Options

The PEIA reserves the right to cancel the RFQ and to reject any or all quotations.

Questions

Questions about this RFQ should be submitted in writing to Ms. Cyrus at the fax number or email address listed above. The questions may be submitted via fax or email; however, the PEIA assumes no liability for assuring accurate/complete FAX/email transmission/receipt and will not acknowledge receipt except by addressing the question. All questions with their responses will be provided to all potential vendors who are known by Ms. Cyrus by 4 p.m. on the date shown above.